



United States Department of the Interior

OFFICE OF THE SECRETARY
Washington, D C 20240

JUL 31 2001

Memorandum

To: All BIA Employees
Director, Office of American Indian Trust
Director, Office of Audit and Evaluation
Director, Office of Self-Governance
Director, Office of OIEP

From: Assistant Secretary- Indian Affairs *Neal A. McCall*

Subject: Bureau of Indian Affairs Customer Feedback Line

In an effort to improve the quality of services the Bureau of Indian Affairs (BIA) provides its customers, we have established a Customer Feedback Line on our main webpage. The Customer Feedback Line will enable the BIA to provide information directly to the people it serves. It allows both internal and external customers to provide suggestions, comments, and complaints or to inquire about the programs and services provided by the BIA. All inquiries will be reviewed and forwarded to the appropriate program offices for response. Central office will maintain a file of the questions and responses from the Customer Feedback Line for future reference.

Please provide your full cooperation in responding to all inquiries forwarded to your office in a timely manner. The Customer Feedback Line has a link from the BIA main webpage at <http://www.doi.gov/bia/budget/Customersvcpage.htm>.